

## El Paso - Teller County 9-1-1 Call Volume Report December 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	3,729	964	14,778	71	652	3,893	18.45	211.56	96
El Paso County	1,025	252	3,750	25	344	493	5.32	222.64	56
Teller County	105	17	203	2	46	2	3.22	202.61	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	118	2	279	-	60	65	5.11	145.92	16
Cripple Creek	32	1	58	-	-	1	3.65	234.7	9
Woodland Park	93	3	165	-	107	9	4.07	146.89	8
<b>Monthly Totals</b>	5,102	1,239	19,233	98	1,209	4,463			203
<b>Monthly Total</b>			25,574						

\*1- Calls received from wire line telephone devices. \*2- Calls received from wireless/VoIP devices \*3- Text/SMS messages sent to PSAP \*4- Calls transferred to another PSAP  
 \*5- Calls where caller hung up before call was answered. \*6- Average time to answer 9-1-1 Calls in Seconds. \*7- Average time on line with caller in Seconds.  
 \*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.